



# **Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee**

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Wednesday, November 7, 2018

1:30 PM

5th Floor Board Room, Water Board Building

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## **Customer Service Committee Meeting**

### **1. CALL TO ORDER**

Chairperson Blackmon called the meeting to order at 2:18 p.m.

### **2. ROLL CALL**

**Present:** 3 - Chairperson Mary Blackmon, Commissioner Jane Garcia and  
Commissioner Jonathan Kinloch

**Absent:** 1 - Commissioner John Henry Davis

### **3. APPROVAL OF AGENDA**

Chairperson Blackmon requested approval of the agenda.

**A motion was made by Jonathan Kinloch, seconded by Commissioner Jane Garcia that the agenda be approved. The motion carried by a unanimous vote.**

### **4. APPROVAL OF MINUTES**

Chairperson Blackmon requested a motion to approve the minutes of October 3, 2018.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that this be approved. The motion carried by a unanimous vote.**

### **5. PUBLIC PARTICIPATION**

Mac Farr came before the Board to seek information on how to construct a green alley. Mr. Farr was referred to Palencia Mobley, Deputy Director/Chief Engineer.

Donna Stallings, Wave Volunteer Champion Chair came before the Board on behalf of Carla Walker-Miller, Wave Board of Directors to ask for the Board of Water Commissioners support and to extend an invitation to the Wave Bowling Fundraiser being held on November 13, 2018. The Water Access Volunteer Effort (WAVE) assists customers with their water bills.

### **6. COMMUNICATIONS**

**There was none.**

**7. UNFINISHED BUSINESS**

New Service Administrative Policy (18-0095)

This item is scheduled for the special meeting agenda on Tuesday, November 27, 2018 at 2:30 p.m.

**8. NEW BUSINESS****A. Customer Service Planning Calendar (17-0127)  
- New website review**

Presenter: Bryan Pechinpaugh

**B. [18-0249](#) Customer Service Metrics**

**Sponsors:** Gabon

**Attachments:** [Metrics-10.31](#)

**This Communication or Report was received and filed.**

**C. [18-0250](#) Customer Requests for Lead Testing**

**Sponsors:** Office of the Director

**Attachments:** [DWSD Lead Sampling Summary](#)

**This Communication or Report was received and filed.**

**D. [18-0262](#) Water Bill Comparison**

**Sponsors:** Public Affairs

**Attachments:** [Water Bill Comparison\\_1](#)

Commissioner Garcia asked for a comparison for the downriver community.

**This Communication or Report was received and filed.**

**9. OTHER MATTERS**

**There was none.**

**10. NEXT MEETING**

December 5, 2018

**11. ADJOURNMENT**

Chairperson Blackmon requested a motion to adjourn.

**A motion was made by Commissioner Jonathan Kinloch, seconded by Commissioner Jane Garcia that the meeting be adjourned. The motion carried by a unanimous vote.**

**There being no further business, the meeting adjourned at 3:17 p.m.**